Outcomes Steering Committee

Agenda
August 22, 2018

Purpose:

To support the development of a systemwide engagement framework of programs and services to achieve the six outcomes and create a collective impact to make our communities smarter one person at a time

- Provide guidance and support to the six Outcomes Workgroups as they identify and recommend what engagement programs and services should be developed on a systemwide level to achieve each outcome;
- Review program/service recommendations from Project Teams and Workgroups;
- Evaluate systemwide resources in relation to Workgroup recommendations;
- Prioritize the development of programs and services based upon the recommendations of EPS, the Outcomes Workgroups and the Committee's evaluation of resources;
- Coordinate the work of departments to support engagement programs and services.

Ground Rules

- Everyone participates
- Be present and focused
- Start and finish on time
- Speak up and ask questions
- Raise issues in the meeting
- Respect confidentiality
- Be respectful of others' opinions and time

Time	Topic	Purpose/Action	Presenter/ Facilitator
1:30	Welcome	Provide Context	Julie Ballou
1:35	Review Steering Committee Charge and Workgroup Charges	Clarify Roles	Morgan Jones
1:55	Review Deliverables & Schedule Workgroup Reports (30 minutes total)	Clarify Work Products	Morgan Jones EPS Department
2:10	Workgroup Report - Literacy	Informational	Emily Williams
2:15	Workgroup Report – Educational Attainment	Informational	Kellie Delaney
2:20	Workgroup Report – Workforce Development	Informational	Julia McConnell
2:25	Workgroup Report – Health and Wellness	Informational	Kristin Williamson
2:30	Workgroup Report – Cultural Enrichment	Informational	Teresa Matthews
2:35	Workgroup Report – Civic Engagement	Informational	Jessica Gonzalez
2:40	Achievements and Obstacles	Identify paths forward	Morgan Jones
2:55	Next Steps	Assign Action Items	Morgan Jones
3:00	Adjourn		Morgan Jones

Next Outcomes Steering Committee Meeting is September 19, 2018

Primary Topic: Workgroup Leads report progress on: External Resource Audit; Definitions of Success for each Outcome; Distribution of Existing Programs/Services among the Workgroups

Outcomes Steering Committee

Minutes
August 22, 2018

Attendees

Co-Chairs:

Julie Ballou, Deputy Executive Director – Public Services *Morgan Jones, Manager of Planning and Assessment*

Members Present:

Kellie Delaney, Adult Services Manager, EPS *Teresa Matthews, Programs Manager, EPS*

LaVetta Dent, Regional Director-Outreach, Public Services *Sarah Peterson, Dir. of Collection Anywhere, Public Services*

Anne Fischer, Deputy Executive Director—IT *Risa Sargent, Regional Director-Access, Public Services*

Jessica Gonzalez, Programs Manager, EPS *Kim Terry, Director of Marketing and Communications*

Melody Kellogg, Regional Director-EPS, Public Services *Emily Williams, Teen Services Manager, EPS*

Chris Kennedy, Regional Director-CIS, Public Services *Heather Zeoli, Dir. of Development and Volunteers Services*

Julia McConnell, Programs Manager, EPS

Absent:

Kristin Williamson, Childrens Services Manager, EPS

Welcome

Julie welcomed everyone to the inaugural meeting of the Outcomes Steering Committee (OSC). She emphasized the reasons for creating the group by recognizing the work completed by EPS and Engagement Managers in the form of the Community Needs Assessment and corresponding outcome statements. Leadership Team recognized that in order for the Library System to make a compelling difference in the six areas identified, we will have to coordinate our efforts, thus making these systemwide outcomes not just program outcomes. The group reviewed the six outcomes as a refresher.

OSC and Workgroup Charges

Morgan shared copies of the Outcomes Steering Committee Charge and a template of the Outcomes Workgroup Charge. There will be six workgroups each with their own corresponding Charge – but they will essentially follow the same format. The group reviewed the Roles and Responsibilities document as well as the project "org chart", to clarify how each of the four stakeholder groups relate to one another in the process. *(Action Item: Kellie will add the EM's to the org chart in their corresponding workgroup)*

Four Stakeholder Groups:

- Outcomes Steering Committee
- EPS Department
- Workgroups
- Project Teams

Deliverables and Schedule

Morgan referred everyone to the specific deliverables and schedules in both Charge documents and clarified how they parallel each other. As the workgroups complete their work, the Workgroup Leads will share progress, achievements, and obstacles with the Outcomes Steering Committee. The members of the OSC will, in turn, identify ways to provide support to the Workgroups in completing their deliverables.

Workgroup Reports

The Workgroup Chairs and Assistant Chairs reported on the progress of each of the workgroups. All had met in some form or another to review the Workgroup Charges and distribute the upcoming workload. Workgroups have found it to be imperative to clearly define the outcome beyond the framing of the outcome statement. They are also working on building a collaborative team environment. They are using the Teamwork software for scheduling team meetings/check-ins. At this point, the Workforce Development Workgroup is the furthest along (which is to be expected) considering it has been in the works in some form or another since this spring. They will be revisiting their previous work in order to make recommendations in the same format as the other workgroups.

Achievements and Obstacles

The Community Needs Assessment has been a great catalyst for getting everyone to think about our entire Service Area, not just their immediate library service area.

Everyone is happy to be gaining momentum and moving past the "pause".

Julia noted that as we (MLS) engage with outside organizations in the information-gathering process, we are increasing the profile of Metropolitan Library System and finding opportunities to participate in the efforts of community organizations that share our same outcomes.

LaVetta shared that the Outcome areas are making it easier to organize the community partnerships/contacts.

Sarah shared that the Outcome statements are going to be a valuable piece of the evaluation of the collection as we move forward – particularly as it relates to Electronic Resources.

There has been some concern on the part of Library Managers about the time commitment for EM's over the next 10 weeks. *(Action Item: Julie will draft an email to Library Managers emphasizing the importance of this system-level work for Engagement Managers for this short time period).*

A concern was raised about "spreading ourselves too thin" or that we had told the Commission we were going to be focusing our work in the immediate term on the top priority areas based on the survey and that we didn't seem to be following through with that. Morgan (and others) reiterated that this is still very much a research and planning phase – with the intent that Workgroup Deliverables will provide a prioritized list of systemwide programs and services that will allow us to focus our efforts on a few things at a time until we are able to do each of them well and move on to the next one. Group discussion followed.

A concern was raised about the customer-impact of the "pause". Group discussion followed with the following statistic shared: Despite the pause, MLS offered 34% more programs in FY2018 than in FY2017 with an 11% increase in number of program participants.

	FY2017	FY2018	% Change
Programs Offered	4,462	5,983	34.1%
Program Attendance	97,130	108,076	11.3%

Next Steps/Action Items

Next Outcomes Steering Committee Meeting is September 19, 2018

	Description	Point-Person	Due Date
1	Communicate Updates to Workgroups	EPS	8/24
2	Post OSC Minutes to intranet	Morgan	8/29
3	Add the EM's to the org chart in their corresponding workgroup	Kellie	8/24
4	Email to Library Managers	Julie	8/24
5	Setup Sharepoint/Email Address for OSC	Kellie	8/24
6	Setup Project Page on Intranet and Post Documents for Staff	Kellie/Morgan	8/31
7	Support Departments – Input ongoing projects, initiatives, or services that your department may be doing that *support systemwide engagement* into spreadsheet on OSC Sharepoint (ex: zoo passes...)	OSC (reach out to Morgan if you have questions)	9/14